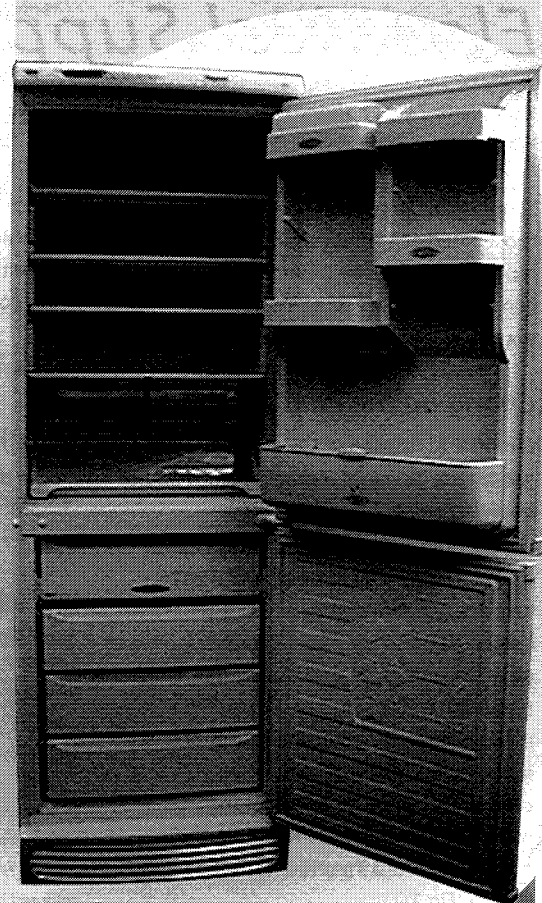


*Hotpoint*

*Congratulations on the purchase of your new  
Mistral Frost Free Fridge Freezer.*

**IMPORTANT INFORMATION**

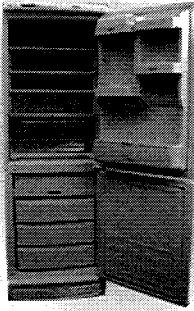
**Please read this Instruction Manual  
thoroughly before installing and using  
your appliance for the first time.**



**MISTRAL<sup>®</sup>**

**Instruction Manual**

For Models FF71/FF91  
FF72/FF92  
FF73/FF93



# Electrical Supply

**WARNING: This appliance must be earthed.**

## Fuses

Your appliance comes fitted with a plug and a 13A fuse. If you need to replace the fuse, only those rated at 13A and ASTA approved to BS1362 should be used. If you lose the fuse cover, a replacement may be obtained from your local Hotpoint authorised Service Centre or Electricity company. Correct replacement is identified by colour coding or the marking on base of plug.

**WARNING: Do not use plug unless fuse cover is fitted.**

## Changing the Plug

Cut off and dispose of the supplied plug if it does not fit your socket.

**WARNING: To avoid a shock hazard do not insert the discarded plug into a socket anywhere else.**

**IMPORTANT: WIRES IN THE MAINS LEAD ARE COLOURED IN ACCORDANCE WITH THE FOLLOWING CODE:**

Green/Yellow	-	Earth
Blue	-	Neutral
Brown	-	Live

If you change the plug, the colour of wires in the mains lead may not correspond with the colour of the markings identifying terminals in the plug. You should therefore wire it as shown (Fig 1).

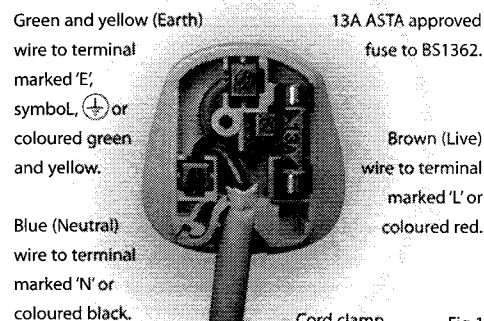


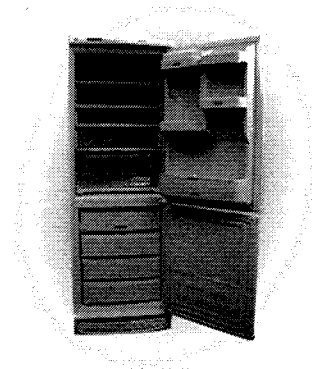
Fig 1

## Changing the Mains Lead

A special lead can be ordered from Hotpoint Service UK: 08709 066 066 or Republic of Ireland: 1850 302 220

If you have damaged the existing lead or require a longer one a charge will be made. It is strongly advised that this work is carried out by a qualified electrician.

**CE** marking certifies that this appliance conforms to the following EEC directives:-  
 Low Voltage Equipment - 72/23/EEC & 93/68 EEC  
 Electromagnetic Compatibility - 89/336/EEC, 92/31/EEC & 93/68/EEC



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## Recycling & Disposal Information

As part of Hotpoint's continued commitment to helping the environment, Hotpoint reserves the right to use quality recycled components to keep down customer costs and minimise material wastage. Please dispose of packaging and old appliances carefully. To minimise risk of injury to children, remove the door, plug and cut mains cable off flush with the appliance. Dispose of separately to ensure that the appliance can no longer be plugged into a mains socket.



## Retention of this Instruction Manual

Keep this instruction manual in a handy place for reference. It contains important details on the safe and proper use of your appliance. If you sell the appliance, pass it on to someone else, move house and leave it behind, make sure that you provide this manual so that the new owner can become familiar with the appliance and safety warnings.



#### IMPORTANT INFORMATION:

- Do not plug in and switch appliance on at the mains until installation is complete.
- For hygiene we recommend that you clean your appliance before using for the first time see 'Cleaning' on page 14.
- You may be charged for a service call if a problem with your appliance is caused by incorrect installation, misuse or is not a mechanical or electrical breakdown.

## Installation Instructions

#### WARNING

- Children should not be allowed to play with the appliance or tamper with the controls.

Follow these 3 steps for a trouble free installation:

### 1. Choose a Location...

Your Mistral is designed for operation within an ambient temperature range of 6°C to 32°C. Position appliance away from cookers, radiators and direct sunlight as extreme temperature may affect it's performance. If you need to change the door opening side to suit your kitchen layout see 'Door Reversal' opposite.

**Note: We recommend that you leave a small gap between the back of the appliance and the wall for ventilation.**

### 2. Adjust the Feet...

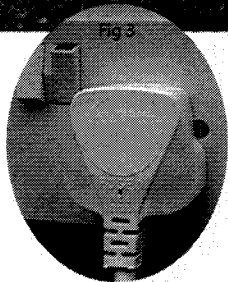
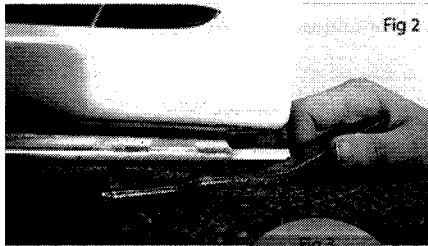
Ensure your appliance is stabilised, adjust the two front feet using the supplied spanner until the appliance is standing in firm contact with the floor (Fig 2) eg. does not rock.

**Note: An unsteady fridge can cause problems.**

### 3. Switch On...

Let the appliance stand in it's final position for at least 2 hours before you plug in and switch on the electricity supply (Fig 3). The display and internal light will function immediately.

**Note: There may be a short delay before the motor/compressor starts.**



### ...a note on temperature

Your appliance has two main compartments:-

#### the fridge compartment...

##### IMPORTANT INFORMATION:

**No need to adjust the temperature of the fridge on initial startup.**

It has been preset for optimum performance under typical conditions.

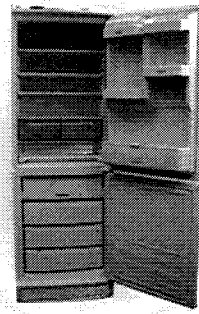
To adjust between 2°C and 6°C, see instructions for your model on pages 6-9.

#### the freezer compartment...

The freezer will take approximately 2 hours after switching on to achieve the recommended temperature. The temperature will adjust automatically to ensure stored food remains frozen at a temperature between -18°C & -22°C or colder.

**Note: The temperature displayed is the average temperature measured over a period of time. Taking into account the number of times the door has been opened, or loading of food (especially if the food is warm), the displayed temperature may rise temporarily. This is normal, the display will soon return to its previous value.**

Preset to  
**4°C**



**IMPORTANT INFORMATION:**

- Do not plug in and switch appliance on at the mains until installation is complete.

## Door Reversal

If you need to change the door opening side, ensure doors function properly by following these instructions. We recommend that whilst carrying out this conversion you place food into insulated containers and remove all loose items/fitings from inside the door.

### Remove Top Door

**Note: You may require assistance for the removal and refitting of the top door.**

1. Open door as wide as possible.
2. Support door, remove and retain screw securing the top right hinge (Fig 4).
3. Tilt door to release hinge from bracket, lift door off centre bracket and place to one side.
4. Unscrew and remove top left hinge blanking piece, refit on top right side.



Fig 4

### Remove Lower Door

5. Open door, raise slightly and pull out pin from centre bracket (Fig 5), retain pin and any washers, lift door off bottom right hinge.
6. Unscrew, remove and retain bottom right hinge with plastic washers.
7. Place small end of foot adjustment tool in slot, twist as shown (Fig 6) and pull top of air grille towards you to release blanking piece from left. Refit blanking piece on right and refit air grille, pivot from bottom and push top forward until air grille clicks into place.
8. Refit hinge and washers to bottom left.
9. Using a blunt instrument, prise off the two plastic caps from the centre left of appliance, remove screws, plastic inserts and retain.
10. Remove centre hinge bracket (Fig 7), washers and screws, refit on left.



Fig 5

**Note: Insert screws and tighten only halfway, align and then tighten both screws securely.**

11. Refit plastic inserts, screws and plastic caps on centre right.

### Replace Lower Door

12. Remove hinge bush cap from top left of door and refit on top right.
13. Locate base of door onto bottom left hinge pin, align top left of door to centre hinge bracket, locating hinge pin through centre hinge (Fig 5) into hinge bush.
14. Replace plastic washers on upper pin.

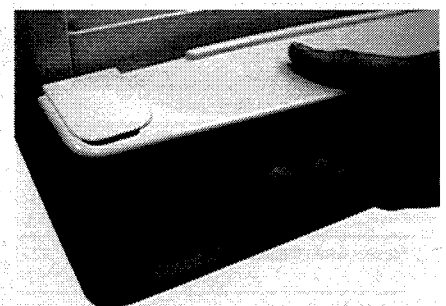


Fig 6

### Replace Top Door

15. Remove hinge bush cap from top left of door and refit on top right, moving hinge to top left.
16. Locate base of door onto centre left hinge pin, support door, align top left hinge to bracket and secure with screw.

**Note: Replace items/fitings, adjust feet to stabilise (see opposite) and let the appliance stand upright in final location for at least 2 hours before plugging in and switching on the electricity supply.**

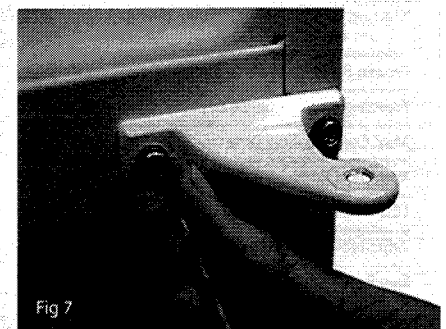
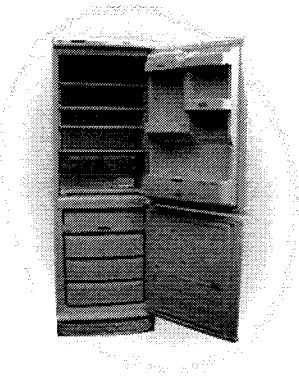


Fig 7



**IMPORTANT INFORMATION:**

The Freezer compartment temperature is preset and is not adjustable.  
See '...a note on temperature' on page 4.

# Getting to Know Your Appliance

## Adjusting the Temperature of the Fridge Compartment

1. Press the 'Zone' button (Fig 8) to select either the fridge or freezer compartment and view the temperature.
2. Press and release the 'Set Temp °C' button (Fig 9) to view the fridge temperature settings available (2 °C to 6 °C), continue to press and release the button until you reach the desired temperature.
3. Press the 'Save' button (Fig 10) to store the new temperature.

**Note:** After a few seconds the display reverts to the average compartment temperature which will change as the compartment reaches the new selected temperature.

## Fast Freezing Fresh Food

Wait at least 2 hours after initially switching on the appliance before selecting 'Fast Freeze' (Fig 11), the display will show FF (Fig 12). If freezing the maximum quantity of fresh food (see check list) select 'Fast Freeze' 24 hours prior to loading the food into the fast freeze compartment. For loads less than 1/2 the maximum quantity select 'Fast Freeze' when loading the food. After a few hours, press the 'Fast Freeze' button again to cancel.

**Note:** If you forget to cancel, the 'Fast Freeze' function will automatically cancel after 48 hours.



Fig 8



Fig 9



Fig 10



Fig 11

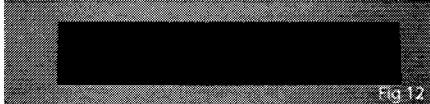


Fig 12

## checklist

	FF71/FF91	FF72/FF92	FF73/FF93
Fridge Temperature (Adjustable)	2 to 6°C	2 to 6°C	2 to 6°C
Fridge Gross Capacity	186 litres 6.6 cu.ft.	204 litres 7.2 cu.ft.	225 litres 8 cu.ft.
Fridge Net Capacity	182 litres 6.4 cu.ft.	200 litres 7.1 cu.ft.	221 litres 7.8 cu.ft.
Freezer Gross Capacity	122 litres 4.3 cu.ft.	131 litres 4.6 cu.ft.	108 litres 3.8 cu.ft.
Freezer Net Capacity	99 litres 3.5 cu.ft.	108 litres 3.8 cu.ft.	88 litres 3.1 cu.ft.
Method of Defrost	Fridge Freezer	Frost Free Frost Free	Frost Free Frost Free
Frozen Food Storage Capacity	32 kg	35 kg	28 kg
Freezing Capacity in 24 Hrs	11 kg	12 kg	12 kg
Max. Conservation Time from Failure	14 hrs	14 hrs	14 hrs
Warning Lights	✓	✓	✓
LCD Display	✓	✓	✓
Adjustable Humidity Controls	✓	✓	✓
Egg Rack	✓	✓	✓
Chiller Compartment	✓	✓	✓

## Warning Messages



### High Temperature

Flashes when the freezer compartment rises above the correct storage temperature eg. when the appliance is just switched on or when loading fresh food. This is normal, it will stop when the correct storage temperature is reached.



### Compartment Arrow

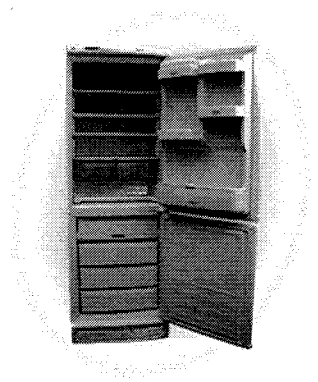
The arrow indicates that the freezer compartment is affected high temperature.



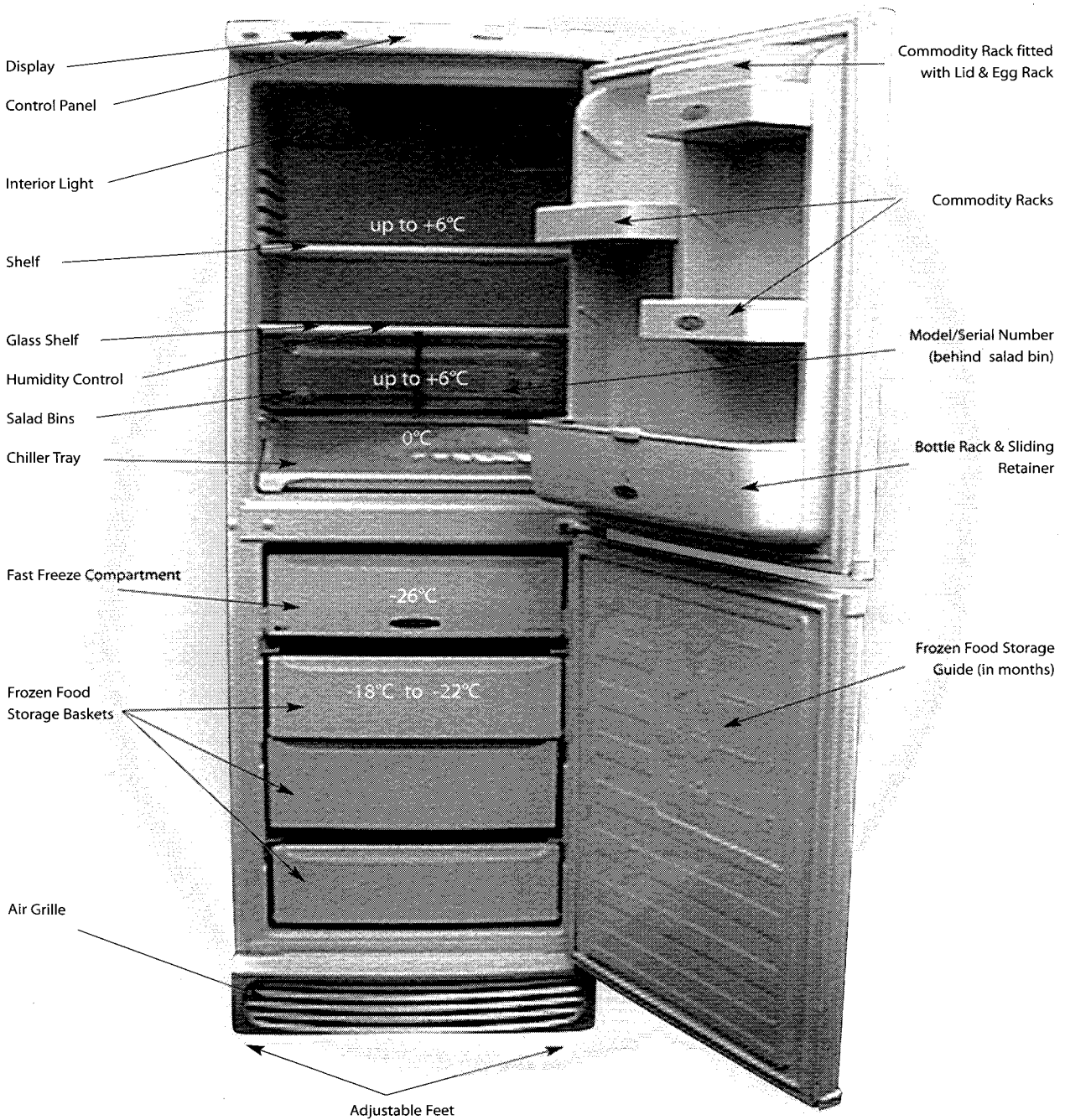
### Error

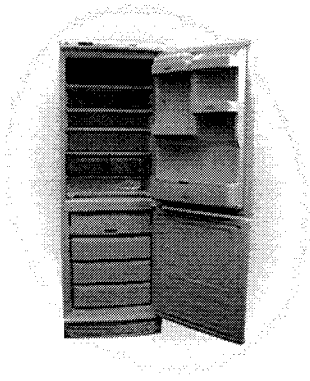
If 'E' appears in the display, contact Hotpoint Service (see back page) who will arrange for an engineer to call.

**Note:** If the power fails, do not open the door, see checklist for maximum food conservation time.

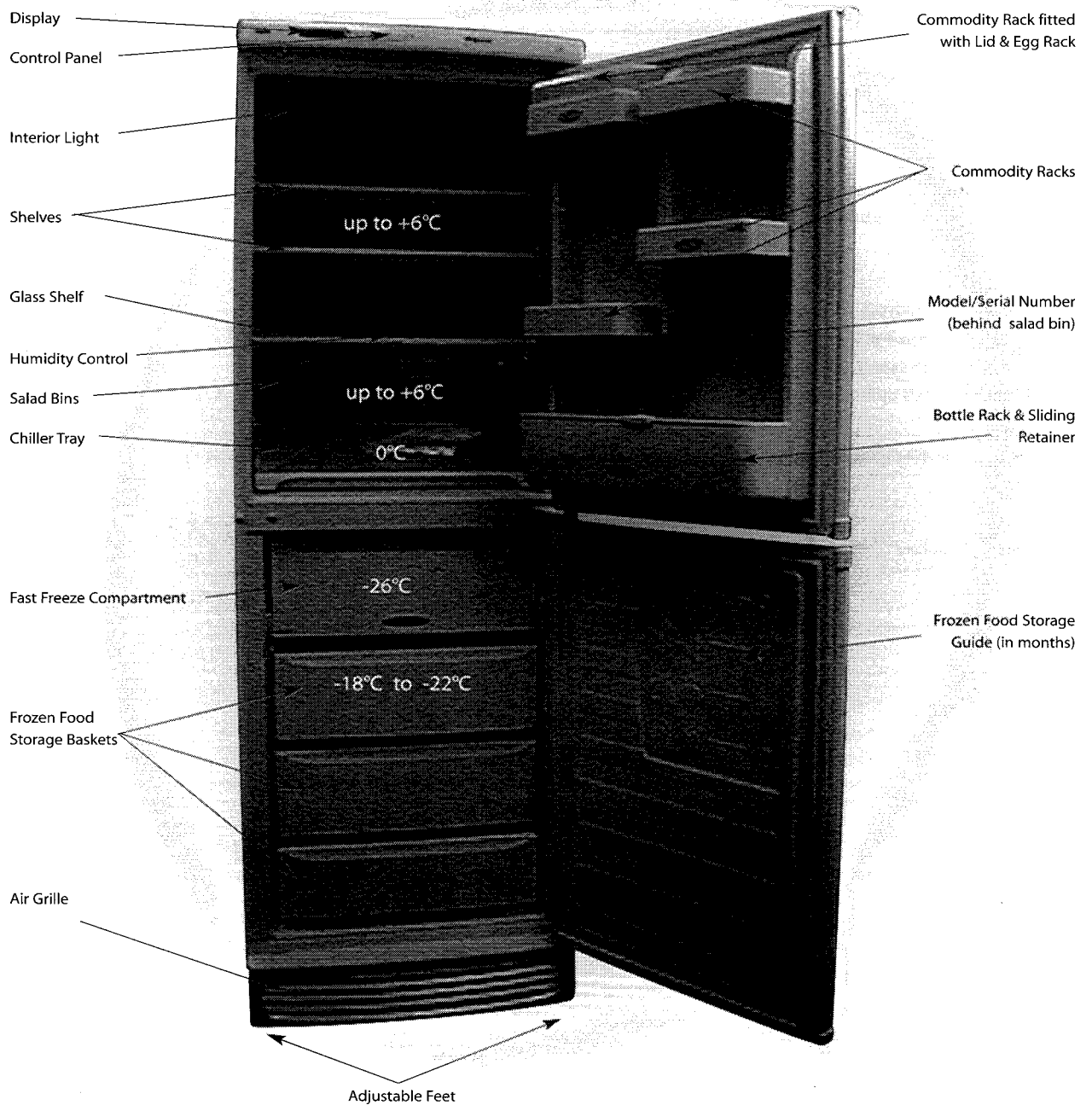


## Model FF71/FF91

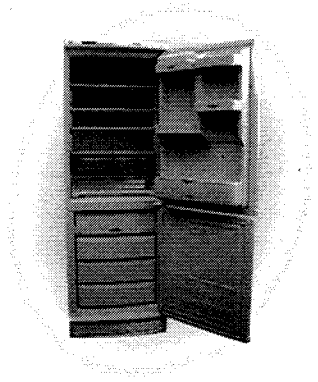




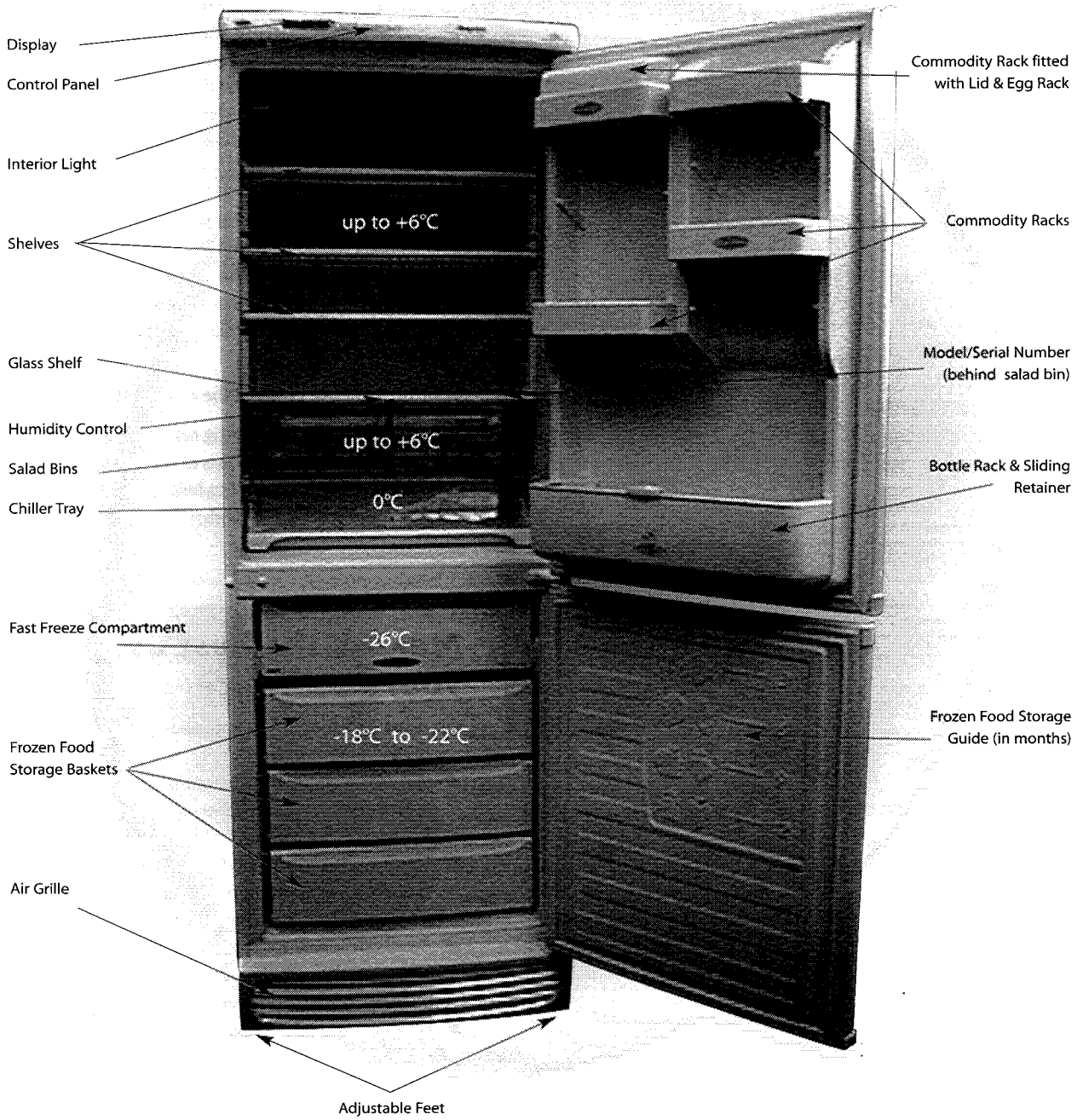
## Model FF72/FF92

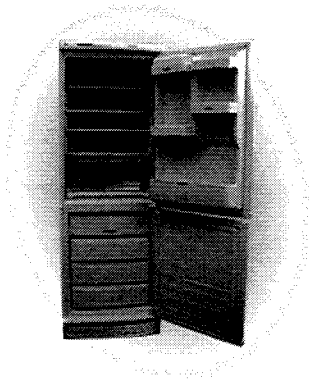






## Model FF73/FF93





## How Frost Free Works

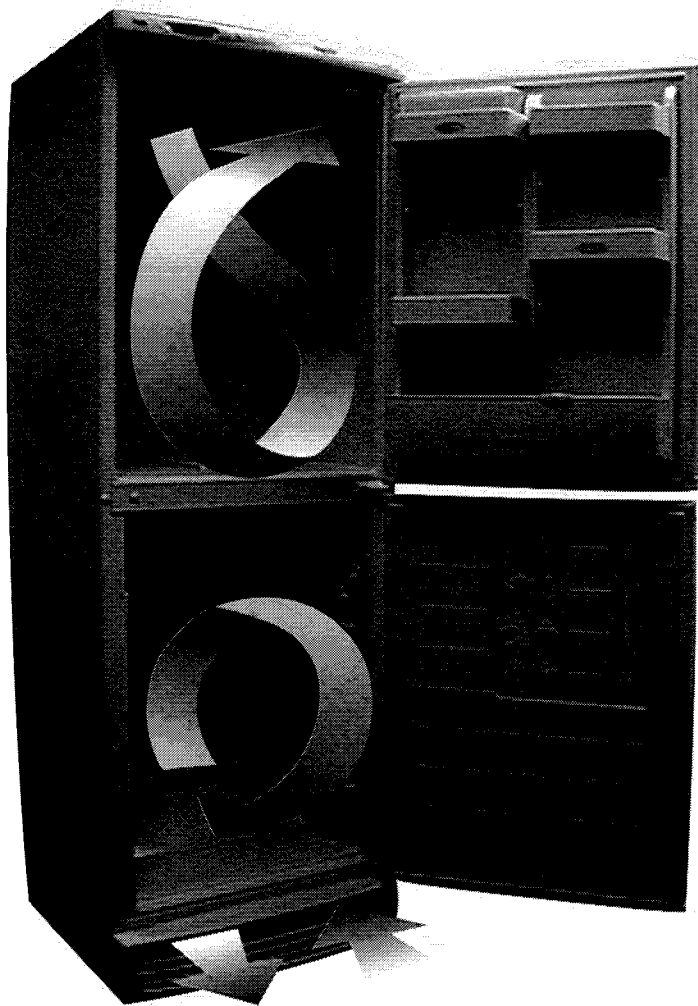


Fig 13

### **Mistral Sounds Different!**

*You may notice that Mistral sounds different to a conventional refrigerator. That's because it is different! A frost free fridge uses fans to circulate cool air to maintain an even temperature.*

### **The Benefits**

- No defrosting ever.
- No ice = More space for food.
- Improved temperature control.
- Better food preservation.
- Frozen food packs do not stick together.
- Quicker temperature recovery after door opening.
- Even temperature.

FROST-FREE cooling surfaces are hidden from view, cold air is circulated by a fan to ensure an even temperature and rapid cooling system (Fig 13). Heat generated by this cooling process is expelled through the air grille at the bottom front of the appliance.

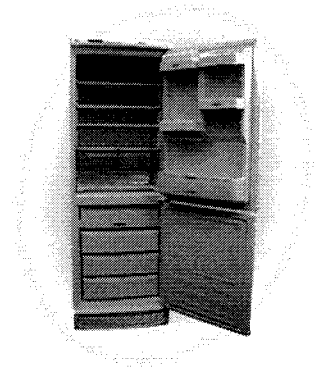
**WARNING: Do not obstruct the air grille.**

You may notice the front of the cabinet is sometimes warm, this is normal and is part of the refrigerant circulating system designed to help prevent condensation on the door seal.

### **Making the best use of your Appliance**

To ensure you operate your appliance as efficiently as possible:

- Follow packaging 'best before/use by' instructions or your suppliers advice on a suitable maximum storage time.
- Select chilled and frozen food last when shopping, transport home in a 'cool bag' and place in appliance immediately.
- Avoid opening the compartment doors unnecessarily or for longer than needed as it increases energy consumption.
- Package raw and cooked food separately.
- Store items in the recommended positions.
- Do not consume food which has been stored for an excessive time.



## Storing Food in the Fridge

Follow these recommendations when storing food in your fridge compartment:-

- Wrap raw meat and poultry loosely in polythene or foil and store below cooked foods and dairy products to avoid contamination of dripping food juices.
- Allow hot or warm food to cool down before placing in appliance.
- Wrap cheese in greaseproof paper and place in an airtight polythene bag, bring to room temperature before consuming.
- Pack and store cooked and fresh food separately.
- Left over canned food should be stored in covered storage containers.
- Use the different temperature zones inside your fridge compartment (see 'Getting to Know your Appliance' on pages 6-9) to store a wide variety of food items.
- Cover all food to retain moisture and prevent flavour/odour transference, except if stored in the salad bins. Plastic bags, aluminium foil, plastic stretch wrap and containers with lids are ideal,
- Chill drinks before consumption.

### WARNING

- **Your appliance has been designed for the storage of edible foodstuffs only, do not use to store poisonous or dangerous substances.**

### Shelves

- Make the most of the interior storage space by repositioning shelves (Fig 14) to suit the various heights of the individual items you wish to store.
- Do not cover shelves or obstruct the cold air flow.
- Place food on shelves allowing cold air to circulate freely.

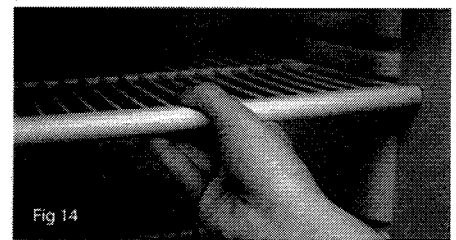


Fig 14

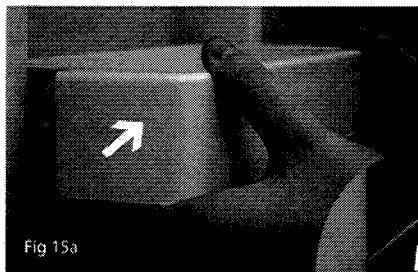


Fig 15a

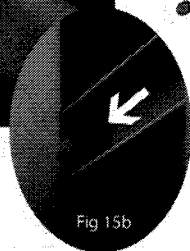


Fig 15b

### Commodity Racks

- Commodity racks (Fig 15) enable you to maximise the storage capacity of the inner door.
- To remove for cleaning or repositioning, release from fixing supports by simply pulling the rack in the direction of the arrow shown (Fig 15a).  
To replace, align grooves on either side of the rack above fixing supports, and push down in the direction shown (Fig 15b) until secure.

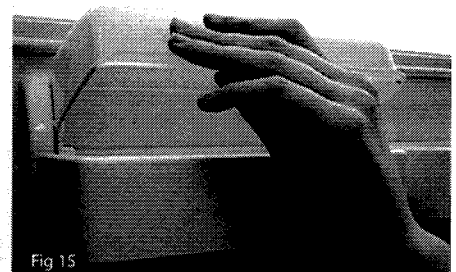


Fig 15

### Egg Rack

- The egg rack can be used in conjunction with any commodity rack (Fig 16).
- Wipe, don't wash eggs
- Bring eggs to room temperature before use.

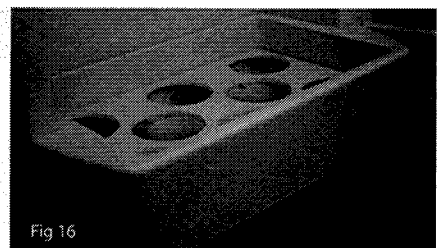
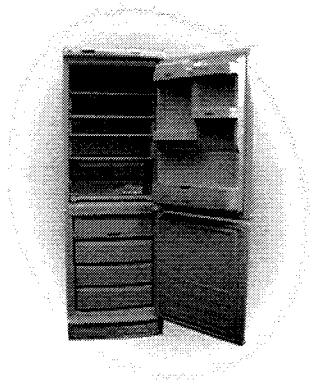


Fig 16



## Storing Food in the Fridge cont.

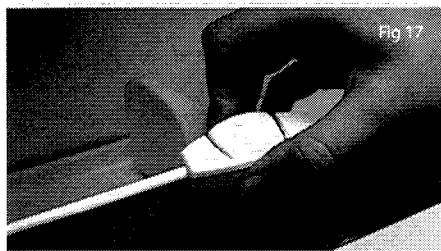


Fig 17

### Bottle Rack & Sliding Retainer

- Store 5 litre containers and tall bottles by adjusting the commodity racks above the bottle rack.
- Adjust the position of the sliding retainer (Fig 17) to hold bottles and containers firmly in place.

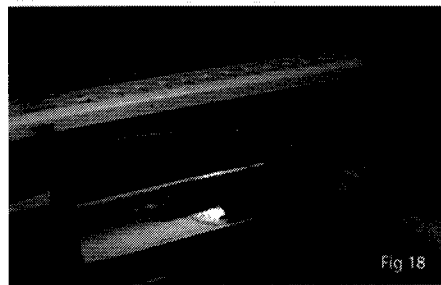


Fig 18

### Salad Bins

- For the storage of fruit, vegetables and salad items (Fig 18).
  - Note: We recommend that Bananas and Melons are not stored with other fruit.**
- When storing vegetables, remove unusable leaves and soil and leave lettuce, cabbage, parsley and cauliflower on the stem.
- Clean regularly.



Fig 19a

### Controlling the Humidity

Each salad bin has an independent humidity control which can be adjusted to retain the freshness of either fruit or salad being stored.

We recommend storing salad at high humidity with the vent closed (Fig 19a) and fruit at low humidity with the vent open (Fig 19b).

**Note: If high humidity is selected, condensation may form in the salad bin. Wipe dry periodically or place kitchen towel on the base and replace at regular intervals. Avoid condensation by opening the vent to a lower humidity setting or wrapping individual items.**



Fig 19b

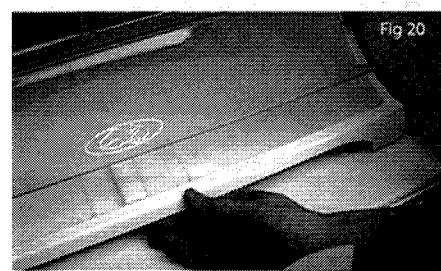


Fig 20

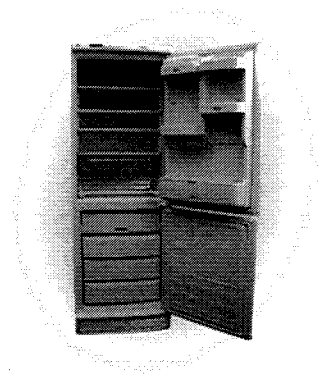
### Chiller Tray

- For the storage of chicken, meat, fish, game etc... (Fig 20)
- The chiller compartment maintains cold temperatures, it may be necessary to remove some items e.g. cooked meats a short while before serving.
- Not suitable for the storage of foods with a high water content e.g. salad.

**Note: To allow more cold air into the chiller, remove coloured insert from behind the chiller tray (Fig 20a). This will increase the risk of food freezing in the chiller.**



Fig 20a



## Storing Food in the Freezer

Follow these recommendations when storing food in your freezer compartment:-

- Store and defrost commercially frozen food in accordance with the manufacturer's instructions.
- Refer to the pictorial frozen food storage guide (Fig 21) on the door liner when freezing fresh food.
- Select frozen foods last when shopping, transport in a cool bag and place in freezer compartment as soon as possible after arriving home.
- Always defrost frozen food before cooking unless instructions on the packet state otherwise.
- Label and date food before placing in freezer.
- Remove ice cream from freezer 15-30 minutes before serving.
- Liquid-filled bottles or sealed fizzy drinks must not be stored in freezer or chiller compartment, as they may burst.
- Lollipops and water ices should not be given to children directly from the freezer. The low temperature may cause 'freezer burns' on their lips.
- Thawed food should be either cooked and eaten or re-frozen within 24 hours.

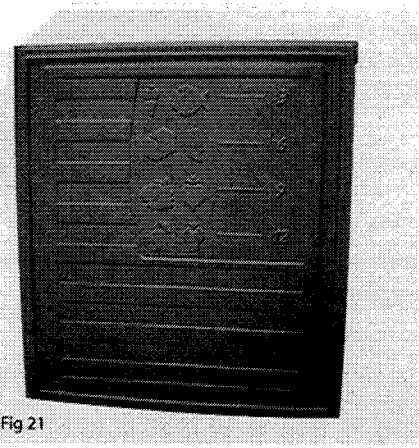


Fig 21

### Ice Tray

- When making ice, use the supplied covered ice tray or ice bags (Fig 22).
- Empty, wash and refill ice tray periodically to ensure freshness.

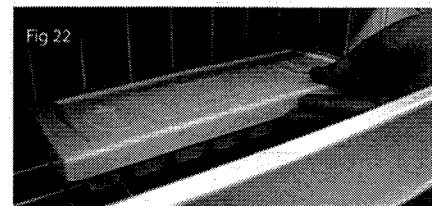


Fig 22

### Frozen Food Storage Baskets

- Ensure frozen food storage baskets are pushed fully back before closing the door.
- Separate food into different baskets for easy identification.
- Storage baskets can be easily removed for cleaning, pull towards you (Fig 23), before basket reaches its stop (Fig 23a) hold securely on both sides, lift front of basket to release and remove.

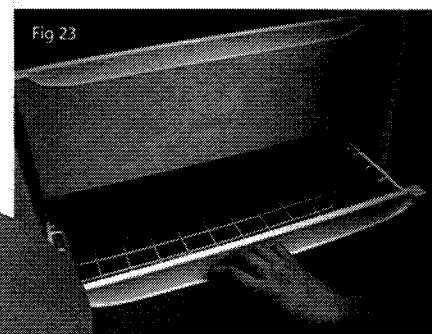


Fig 23

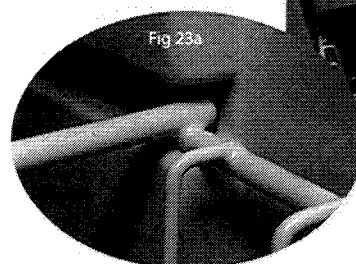
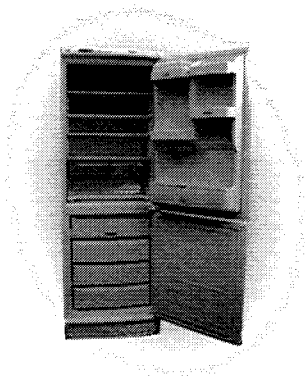


Fig 23a



**IMPORTANT INFORMATION:**

Before cleaning, switch off electricity supply and pull out plug.

## Cleaning



Fig 24



### Cleaning the Interior

1. Remove food and wrap or cover it to keep it cool/frozen.
2. Remove racks, wire shelves and baskets from each compartment.
3. Remove salad bins and glass shelves.
4. Lift chiller flap fully and remove chiller tray.
5. Lift chiller flap, squeeze both inner plastic edges beneath flap (Fig 25), push forward and down to release from pins to remove.
6. Wipe interior (Fig 24) and fittings with a clean cloth wrung out in a solution of either one teaspoon of bicarbonate of soda to one pint of water or Milton™ sterilising fluid, diluted according to the manufacturer's instructions.
7. Dry interior thoroughly with a clean cloth.
8. Replace chiller flap, place behind pins, pull up towards you and clip into place.
9. Replace chiller tray, glass shelf, salad bins and remaining fittings and food.

**Note: Commodity racks and accessories may be washed in a dishwasher on a low temperature, positioned on the top rack.**

### Cleaning the Exterior

Use a small amount of detergent on a clean damp cloth to wipe exterior surface (Fig 26), dry thoroughly.

**WARNING: Do not use abrasive powder, household cleaners which contain bleach or wax polish to clean your appliance, they leave a smell in the appliance and can damage the exterior.**

Use a vacuum cleaner to remove dust from underneath the appliance and around the air grille at the base to prevent it becoming blocked.

**Note: You do not need to remove the air grille except when changing the doors over.**

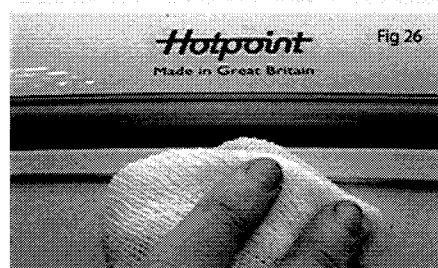


Fig 26



Fig 27

### Cleaning the Door Seal

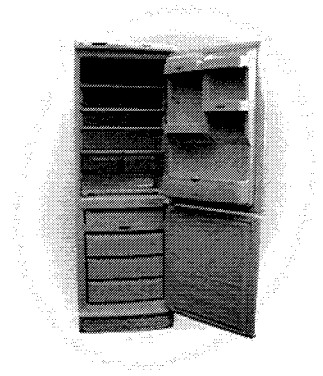
Use only soap and water on a clean damp cloth to clean the door seal. Wipe along and in between the creases of the door seal (Fig 27), dry thoroughly.

**WARNING: Do not use detergent as it will damage the door seal.**

Reconnect mains plug and switch on electrical supply.

**WARNING**

- Do not clean any part of your appliance with abrasive cleaners, scouring agents, acids, chlorine based bleach or metal polish as they may cause damage.



**IMPORTANT INFORMATION:**

Before changing the light bulb, switch off electricity supply and pull out plug.

## *Changing the Light Bulb*

1. Squeeze edges of lens cover together to disengage locating clips (Fig 28).
2. Swing lens downwards and away from lampholder.
3. Check bulb is screwed in correctly. If it still doesn't work....
4. Unscrew bulb and remove carefully (Fig 29).

**WARNING: The bulb could be hot or broken.**

5. Fit new bulb and replace cover.
6. Reconnect mains plug and switch on electrical supply.

A replacement SES 15 Watt (240v) bulb can be obtained from the Hotpoint Genuine Parts & Accessories Mail Order Hotline:

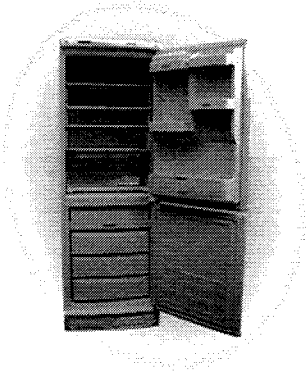
**UK: 08709 077 077 or Republic of Ireland: (01) 842 6836**



Fig 28



Fig 29



## Trouble Shooting

If the appliance is still not working contact:

### Service

**UK: 08709 066 066**  
**or Republic of Ireland:**  
**1850 302 220**

you will be asked for the following information:-

- Name, address and postcode
- Telephone number
- Model/Serial number and colour, which can be found behind the salad bin.

- 
- Date of purchase

- 
- Clear and concise details of the query or fault.
- 

**Remember you may be charged for a service call if a problem with your appliance is caused by incorrect installation or misuse.**



### **The appliance will not work?**

- Check appliance is plugged in and electricity supply switched on.
- Check power supply with another appliance.
- Check fuse and wiring in plug, see 'Electrical Supply' on page 2.

### **The appliance is making a lot of noise?**

- Check appliance is stabilised, see 'Adjust the Feet' on page 4.

**Note: You may notice that Mistral sounds different to a conventional refrigerator. That's because it is different! A frost free fridge uses fans to circulate cool air maintaining an even temperature.**

### **The temperature is wrong?**

- Have you selected the correct temperature?
- Is 'Fast-Freeze' switched on?
- Is there adequate space between foodstuffs for air circulation?
- Have you recently loaded fresh food?
- Has hot food recently been placed in the appliance?
- Have you observed the recommended freezing quantities? See 'Checklist' for your model on page 6.
- Has the door been left open?
- Is the appliance positioned close to a cooker, radiator or direct sunlight? see 'Choose a Suitable Location' on page 4.
- Is the grille at the front/base of the appliance blocked? See 'Cleaning the Exterior' on page 14.

### **There has been a power failure?**

**WARNING: Do not open the freezer door.**

If power failure lasts longer than the maximum conservation time (see 'Checklist' on page 6), food should be either cooked and eaten within 24 hours or cooked and refrozen.

### **An error warning 'E' has appeared in the display?**

Contact Hotpoint Service (see opposite) who will arrange for an engineer to call.

### **If you are going away?**

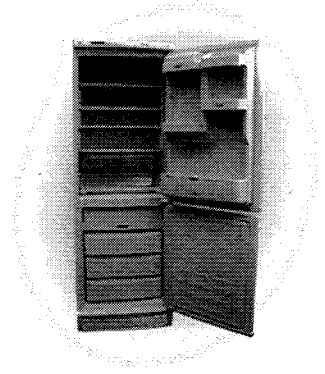
If you do not intend to leave the appliance on while you are away...

- Switch off electricity supply.
- Unplug appliance from mains socket.
- Remove food.
- Clean and dry the interior thoroughly.
- Leave doors ajar to prevent accumulation of odours.

### **The freezer door is difficult to open?**

A well sealed freezer door can be difficult to open. This is partly due to the difference between the room and internal compartment temperature. If you have just closed the freezer door it may be difficult to open again immediately. Wait 5 minutes for the internal and external pressure to equalise and try again.





### **Satisfaction Guaranteed or Your Money Back**

**Hotpoint gives you a unique 'Satisfaction Guaranteed' promise – valid for ninety days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance, call Hotpoint Service. If necessary we will arrange for an engineer to call. If the technical problem is not resolved under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back.**

# **Hotpoint After Sales Service**

Hotpoint appliances carry for the first 12 months a fully inclusive parts and labour guarantee plus FREE replacement parts for the first five years provided that they are fitted by our own Service Engineer.

When the 12 months parts and labour guarantee expires we offer three after sale service options:

## **Repair Service**

UK: 08709 066 066 or Republic of Ireland: 1850 302 220

Call our National Service Line and benefit from our additional 5 years FREE parts, although the engineers time and labour is chargeable. All repairs carry a fully inclusive parts and labour guarantee for 12 months from the date of the repair.

**Note: Chargeable service is offered on the basis of payment on completion to our Service Engineer, who will issue a receipt.**

## **Extended Warranties**

To join: UK 08709 088 088 or Republic of Ireland: 1850 302 220

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint offer two Service Cover Plans to give you complete peace of mind. They enable you to extend your first 12 months labour guarantee by either 1 or 4 years, so that you can have FREE repairs during the membership period.

**Service Cover** FREE service repairs for a single Hotpoint appliance during the period of cover. At an additional cost Service Cover with Maintenance includes an Annual Electrical and Safety check along with replacement of any parts necessary.

**Kitchen Cover** An annual payment covers repairs for all your Hotpoint appliances which are less than ten years old. Additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover are automatically included during the annual period of cover without further charge.

## **Easy Payment Methods**

We offer a number of payment methods; cheque, credit card, switch, cash or by taking advantage of one of our Service Cover Plans you can spread the cost by direct debit.

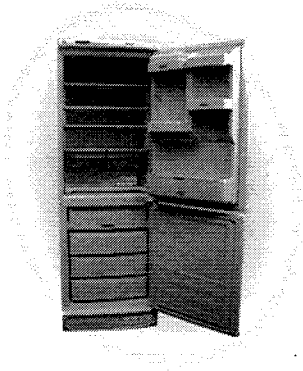
For further details telephone: 08709 088 088

## **Appliance Registration**

To benefit from the above options, complete and return the Appliance Registration Questionnaire supplied with this appliance. Full details and costs of our Service/ Kitchen Cover options together with an application form, will then be sent to you towards the end of the 12 month guarantee period.

## **Hotpoint Genuine Parts & Accessories**

A wide range of parts and accessories are available from Hotpoint Genuine Parts & Accessories Mail Order Hotline UK: 08709 077 077 or Republic Of Ireland: 01 842 6836



## Hotpoint Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for five years.

- Hotpoint appliances carry a fully inclusive 12 months parts and labour guarantee plus FREE replacement parts for the first five years provided that they are fitted by our own Service Engineer (evidence will be required of date and place of purchase).
- All Hotpoint servicing is carried out by our own Service Organisation located throughout the United Kingdom and Republic of Ireland. We will be happy to deal with any problems which you may have.
- For Hotpoint Refrigeration and Freezer appliances, we cover the loss of food up to £250 during the first year guarantee period (subject to product malfunction). Claims must be verified by a Hotpoint representative.



***Our Engineers will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work, but in locations where the Engineer advises you that it will be impossible to move appliances without risk of damage, he will only proceed with your approval that no liability is accepted.***

### Guarantee Terms & Conditions

Your Guarantee is only applicable in the United Kingdom or Republic of Ireland and is subject to provision(s) that your appliance:

- Has been used solely for domestic purposes and is on domestic premises ie. not for commercial or trade use.
- Has been used solely in accordance with this instruction book.
- Has been properly connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse, accident, modified or repaired by anyone other than our own Service Engineers.

## **Key Contacts**

### **Service**

**UK: 08709 066 066**

**Republic of Ireland: 1850 302 220**

*You will be asked to quote the Model Number and Serial Number,  
which can be found behind the salad bin.*

### **Genuine Parts & Accessories Mail Order Hotline**

**UK: 08709 077 077**

**Republic of Ireland: (01) 842 6836**

### **Extended Warranty**

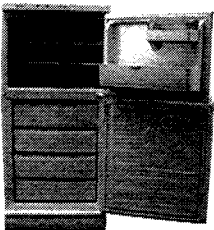
**To join: UK 08709 088 088**

**Republic of Ireland: 1850 302 220**

*For further product information*

**08701 50 60 70**

*All Hotpoint Services are offered as an extra benefit  
and do not affect your statutory rights.*



**Hotpoint**

**General Domestic Appliances Limited, Morley Way, Peterborough, PE2 9JB.**

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